

December 10th, 04

I am an employee of a small ISP that feels that if petition 04-405 were passed that my employer would be forced to close their doors. We help people everyday to resolve issues that they with their Internet access because we are local they choose us! Many times we are able to help with network problems or issues within minutes of a phone call if drive time is necessary. What big Bell company is able to go to the customer or small business the same day that a trouble ticket is issued. It takes the Bell days or even weeks for them to evaluate the situation. Us as local providers are able to resolve issues quickly in turn which saves the business monies. The passing of petition 04-405 would cost many people their right to have quality service when a problem arises. So ask your Ma Bell what is the turn around time on a issue that requires drive out? QoS is what is needed.

Thanks
Jeremy